GREATER BENGALURU AUTHORITY

O/o the Deputy Chief Information Officer, Information and Technology (IT), Head Office, Annex-2, 2nd Floor, N.R.Square, Bengaluru - 560 002.

Tender Notification No: GBA/2026-27/SE0029 Dated:01/06/2026.

: CORRIGENDUM :

Sub: Call Centre for GBA eKhata including personnel for WhatsAapp chat platform services cost per seat per month (6-days a week for daily 9 hour shift, Including GST)

Ref: Tender Notification No: GBA/2026-27/SE0029, Dated:20/05/2026.

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Sl. No	RFP Page No.	Tender Annexure	Description	Shall be read as
1	6	Section-3 Pre-Qualification Criteria for Technical Bid SL No.2	Bidder must be registered with DoT, GoIs	Examined and as per latest DOT guidelines, the registration for OSP with the DOT, Govt. of India, requirement is relaxed as per the latest DOT guidelines in this regard.
2	6	Section-3 Pre-Qualification Criteria for Technical Bid SL No.10	The bidder should have experience of handling at least 3 state government (Karnataka) projects and one Government projects should be with minimum of 20 seats in the last 3 years and at present should be handling at least one Call Centre at present for any Government or a Government Agency.	Bidder should have experience of successful handling at least 3 Government projects and at least One Government project should be with minimum 20 seats in the last 3 years and at-present should be handling at-least 1 Call centre for any Government OR Government Agency. The relevant work orders and satisfactory work certificate should be attached.

All other Tender conditions remain the same as per RFP Tender Document.

For further details visit GOK KPP Portal website https://kppp.karnataka.gov.in.

Deputy Chief Information Officer-IT (I/C)
Greater Bengaluru Authority

Copy Submitted for Information:

1. PS to the Chief Commissioner, GBA.
2. PS to the Special Commissioner (IT / Revenue), GBA.
3. Joint Commissioner (IT), GBA for necessary Action.
4. Office Notice Board / Additional Copy.